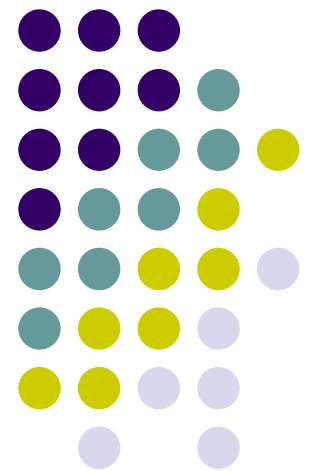


Run the Store

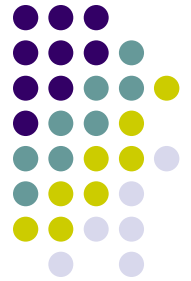
Understand the basics of handling cash, maintaining the store, and establishing policies and procedures



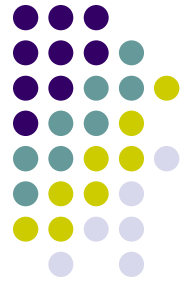


Handling Cash

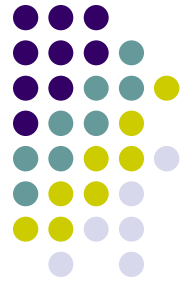
- The Cash Register
 - Till – another name for the cash drawer of a cash register where the money is placed
 - The functions of the cash register is to provide receipts, record sales, and store cash and sales documents
 - One arrangement of a cash drawer used by businesses is to place the one-dollar bills in the far right compartment with the fives, tens, and twenties to the left. The coins are arranged similarly.
 - Electronic cash registers and point-of-sale (POS) terminals are two of the most common retail systems in use today. Cash registers provide an efficient way to enter data about a sale.



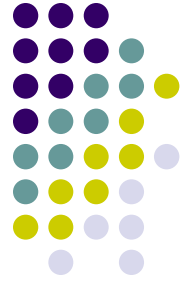
- Tips for Handling Cash
 - Close the drawer after each transaction
 - Maintain an organized drawer
 - Follow proper change-making techniques
 - Refuse to be rushed
 - Make sure you do not give a customer two bills stuck together
 - Count cash as many times as necessary to ensure accuracy
 - Do not keep excessive amounts of cash in the drawer



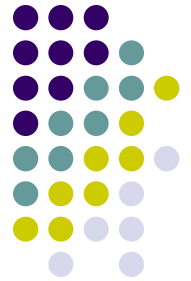
- Making Change – one of the oldest methods of making change is called the count-forward method. Steps in this method are
 - Announce the amount of the sale clearly to the customer
 - Take the customer's money and announce the amount tendered
 - Place the cash tendered on the register plate
 - Remove the change due from the cash drawer, counting forward to yourself, using the smallest to largest coins first, then bills
 - Repeat the sale to the customer
 - Count change back correctly to the customer
 - Wait for the customer's acknowledgment, and then place the tendered money into the cash drawer
 - If the cashier thinks there has been an error in counting back the change, he/she should take the change back and start over



- Checks -- six different types can be used
 - Personal checks
 - Business checks
 - Payroll checks
 - Treasury checks
 - Money orders
 - Traveler's checks



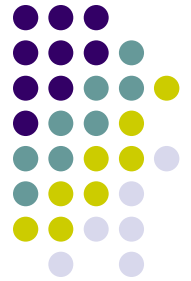
- Credit – can include
 - Credit cards
 - Signature charge – an in-house credit extended to customers you know and trust
 - Debit cards



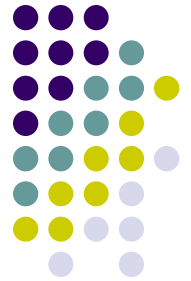
Cash Drawer Maintenance

- **Opening Cash Fund** – An amount of money in the cash register that the cashier starts with each day.
- **Daily Cash Flow** – an important factor is to watch your cash drawer closely to ensure you have enough coins and currency available to make change for your customers
- **Closing Procedures** – the cashier must account for the day's sales and the money in the cash drawer. The process is called reconciling or balancing the till or drawer.

Store Maintenance Tips

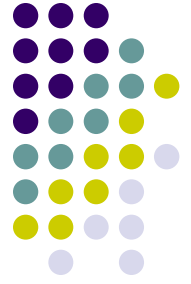


- A business's goal should be to maintain a clean, friendly environment that customers will want to return to for their purchases.



Operating Policies and Procedures

- **Policies** – general statements of intent about how to run your business.
- **Procedures** – the processes or steps used for carrying out the policies.



Developing Policies

- 1. Review your operational process
- 2. Check the competition
- 3. Ask customers for feedback
- 4. Develop policy statements